

DOCKET FILE COPY ORIGINAL

UPT Docket 11-65

Summary of Complaint : 11-C00296215-1

User Complaint Key : 11-C00296215-1

Submitted Date : Mar 30, 2011

Form Type : 2000F

Source : WEB

FILED/ACCEPTED

MAY 13 2011

Federal Communications Commission
Office of the Secretary

Admin

Disposition Status : Resolved

Congressional Complaint : No

Type : Wireless

Category : Other

SubCategory :

Admin Comments

wrong form

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Letter and Serve in the next pages...

Form 2000F – Other Communications Complaint
Not Covered by Form 2000A through Form 2000E

Consumer's Information:

First Name: **Mehdi** Last Name: **Solati**

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: **25 Victoria Court**

Address 2:

Mailing Address (where mail is delivered)

City: **Kensington** State: **CT** Zip Code: **06063**

Telephone Number (Residential or Business):

E-mail Address:

***** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT *****

1. Type of company that is the subject of your complaint:

2. Please provide the details of your complaint, including the dates, times and nature of any conduct or activity complained of and identifying information of any companies, institutions or individuals involved:

a. Date (mm/dd/yyyy):

b. Name of company or individual:

c. Details of the activity or conduct that form the basis for your complaint:

they expect to make back their loss in the course of two years by charging a consumer for it in their plans regardless of whether or not they had purchased a subsidized phone.³ In this plan, T-Mobile is offering enhanced customer service by offering providers a fair deal if they choose not to purchase a subsidized device.

On the other hand, AT&T has also had a hand in the development of the mobile market. AT&T was in a remarkable position in 2007 when they introduced the first iteration of the iPhone. It was a major advancement in the smartphone market, offering the first device with a full touch screen experience. Unfortunately, most of their advancements have not been beneficial to the field nor to their customers.

A year and a half after the release of the revolutionary iPhone, AT&T crippled the device along with many of their smartphones, mainly BlackBerrys, by switching over their EDGE cell towers to HSPA cell towers.⁴ This process began in the beginning of 2009. Without any information being passed on to the average customer, AT&T began to offer less coverage for the same price. This isn't the only example of how AT&T has been crippling their network. As of late, AT&T has been under scrutiny from many of their "4G" customers. With the release of the HTC Inspire 4G and Motorola Atrix 4G, AT&T offered two impressive devices, other than iPhone and Captivate, for the first time. Many customers were excited for the introduction of 4G technology in their network. However, customers were disappointed to find that the advanced uploading technology, HSUPA, was nowhere to be found on their devices. AT&T's official statement was that neither devices hardware supported this technology. So customers are forced to suffer through 3G, verging on 2G, upload speeds while they are being sold "4G" services. Many customers have been trying to petition AT&T's actions and have been demanding an explanation. AT&T's response was that the technology was actually there, but they haven't decided to "turn it on" yet.⁵

Until last summer, AT&T also has not offered customers with any advanced devices. Their primary focus was their exclusivity of the iPhone, meaning that the company did not offer any viable competition for it. They finally released their first batch of Android devices, which they crippled. The Android platform is developed under the principle that anyone, anywhere can create an experience for their own. One of the most important aspects of creating a customized experience is to have access to an open market of applications. This is something which AT&T has been adamant in preventing. AT&T has actively blocked all of their devices from having third-party-applications from being installed on them.⁶

A merger between the two companies would mean that a small company of innovation will be squashed by a stagnant giant. The purchase of T-Mobile is not for the development or advancement of the wireless market. No such advancement would take place; all of T-Mobile's uniqueness and the company itself would dissolve. Furthermore, AT&T has stated that, as a result of their purchase, T-Mobile's AWS spectrum would be used to benefit AT&T customers,

³Miller, Ross. "T-Mobile Officially Unveils \$99 Even More, \$79 Even More Plus Plans and Equipment Installment Option."

⁴Butler, Timothy. "Fewer Bars in More Places: AT&T Network Upgrades Degrade Service for 2G Phones."

⁵Ziegler, Chris. "AT&T's Brewing HSUPA-gate: the inside Story."

⁶Krause, Kevin. "FYI: You Still Won't Find Sideloaded on AT&T's HTC Inspire 4G."

while T-Mobile's customer's services and devices would become obsolete.⁷

Ultimately, the merger of these two companies would shape the playing field in the wireless market for years to come. AT&T has a proven reputation of dismantling innovation, providing poor service to customers, and being stagnant to change. While one would hope that T-Mobile's nature would too be incorporated into AT&T, it has been made clear that this "merging" is for no such intention, and would stifle the wireless field while adversely impacting the close to 35 million T-Mobile customers.⁸ As a T-Mobile customer myself, I would hate to see a company fall victim to a degradation in service due to government inaction.

I implore the Commission, along with the Department of Justice, to reject the proposed merger of these two companies.

Sincerely,



Mehdi Solati

P.S. If you would like to see how others feel about this subject, I suggest viewing the online petition I created here <http://goo.gl/3gADH>

Works Cited

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⁷Ziegler, Chris. "Confirmed: AT&T Wants to Use T-Mobile's AWS Spectrum for LTE Buildout."

⁸Catacchio, Cat. "Nothing special: T-Mobile lost 77,000 US subscribers, revenue down in Q1."

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